

**9-1-1 Advisory Council
Minutes
June 15, 2017
1:30 PM
Mitchell, Room 7**

Members Present:

Ron Baldwin, State CIO/SITSD – Chair
Quinn Ness, MDOA/SITSD
Delila Bruno, DMA/DES
Geoff Feiss, MTA
Peggy Glass, PSAP <30K
Clint Loss, MEMSA
Commissioner Gary Macdonald, MACO

Curt Stinson, MACOP
Zach Slattery, MT APCO – Alternate
Shantil Siaperas, MACO – Alternate
Michael Fashoway, MSL – Alternate
📞 Lisa Kelly, CenturyLink
📞 Chuck Winn, MLCT

Staff Present: Wendy Jackson, DOA/SITSD; Sarah Mitchell, DOA/SITSD; Rhonda Sullivan, MDO/SITSD

Guests Present:

📞 **Real-time Communication:** Sandra Barrows, Barrows Consulting

Welcome

Ron Baldwin welcomed the council to the June 15, 2017 9-1-1 Advisory Council meeting. All members and guests were introduced.

Minutes

Michael Fashoway observed his name was omitted from the May 18 ,2017 meeting minutes. Curt Stinson commented his name was included in these minutes in error.

Action Item: CIO Support Staff will apply the required edits to the May 18, 2017 meeting minutes.

Motion: Commissioner Gary Macdonald made a motion to approve the May 18, 2017 minutes with the noted corrections. Clint Loss seconded the motion. Motion carried.

Business

GIS Assessment: Montana State Library (MSL)

Mr. Fashoway stated MSL reached out to several states regarding best practices for conducting Geographic Information System (GIS) assessments. Results of this outreach suggest widely recognized issues regarding data availability. MSL staff will contact the State Procurement Office to initiate this process. The projected date for issuing the GIS Assessment Request for Procurement (RFP) is August 2017 with a projected award date of October 2017. MSL is seeking volunteers to participate in the GIS Assessment Committee to assist in scoring and evaluation. Public Safety Answering Point (PSAP) subject matter experts from local levels would be helpful additions to this committee. Data for this assessment will be provided by counties, cities, and towns.

Action Item: Rhonda Sullivan will seek input from the National Association of State 9-1-1 Administrators (NASNA) members regarding best practices for conducting GIS Assessments.

Action Item: Ms. Sullivan will work with Mr. Fashoway to contact PSAP subject matter experts and identify volunteers for the MSL GIS Assessment Committee.

9-1-1 Statewide Plan: Department of Administration (DOA)

Mr. Ness reviewed key actions within the 2017 Legislation Implementation Summary document regarding House Bill 0061. This summary is located at <https://sitsd.mt.gov/Governance/Boards-Councils/9-1-1/Advisory-Council>. Staff will continue to work with the Governor's Office to review logistics regarding constituting the 9-1-1 Advisory Council. This summary also addressed development and adoption of the state plan, GIS Assessment, and RPF requirements. HB0061 requires establishment of a contract with professional services

to conduct the Statewide Plan and GIS Assessment. Other key actions include implementation of PSAP minimal service level and 911 next generation level. The statewide 9-1-1 plan must include: use of existing commercial communications infrastructure; minimum 9-1-1 system standards and projects to migrate legacy technologies to next-generation 9-1-1 technologies.

It may be necessary for the Statewide Plan and GIS Assessment contractor to meet directly with every PSAP to identify and plan for each PSAPs individual technology needs. The grant program can then address PSAP technology needs to achieve the minimum 9-1-1 requirements. Technical standards included in the state plan will provide a roadmap for Next Generation 9-1-1 deployment. Consolidation and regionalization of equipment (cloud based shared hardware and software) without the loss of any dispatcher jobs may be an option as well. Once the administrative rules for the 9-1-1 Advisory Council have been approved and the grant program is initiated, a timeline for PSAPs to meet the adopted technology standards can be established. Individuals interested in assisting with the statewide plan or GIS assessment should contact Mr. Ness at qness@mt.gov.

Mr. Stinson commented contacting PSAPS via email may eliminate the need for individual site visits by the GIS contractor. Mr. Ness stated that some states have utilized surveys, rather than on-site visits, to identify PSAP needs.

Mr. Stinson voiced concern regarding the availability of funding to achieve the required PSAP technology upgrades and the imposition of timelines for regarding these upgrades.

Lisa Kelly stated a majority of Montana PSAPS have Internet Protocol (IP) capable equipment. Research will need to be conducted to determine if the network can interface with the IP equipment. Mr. Ness recommended the statewide plan include an assessment of each individual PSAP; existing hardware and software and capabilities and identification of the gap between the existing level and the minimum standards.

Action Item: Ms. Kelly will provide Mr. Ness with a list of PSAPs with IP capable equipment.

Mr. Ness stated the January 21, 2019 date provide in HB61 for the adoption of rules and standards and minimum service levels should be revised to July 1, 2018. Rule-making requirements for HB0061 include: distribution procedures for PSAP funding; procedures for grant funding; technology standards; baseline next-generation 9-1-1 principles to facilitate the appropriate deployment of baseline next-generation 9-1-1.

Mr. Ness stated the July 1, 2018 deadline for completion of all rulemaking activities is very aggressive. Failure to meet deadlines will result in the 9-1-1 Advisory Council providing a report and status update for implementing the bill to legislative interim committees.

Geoff Feiss suggested concurrent development of the administrative rules and procedures and the statewide plan will help achieve deadlines outlined in the 2017 Legislation Implementation Summary document. Mr. Ness stated the administrative rules and procedures cannot be completed in advance of the statewide plan. Mr. Feiss voiced his reluctance to support anything that would violate a statute by failing to achieve timeline provisions outlined in HB0061 and the 2017 Legislation Implementation Summary. Mr. Ness clarified that the department was not suggesting that the council violate any statute or plan to fail to meet any statutory deadline; he was just providing information about the deadlines to inform the council.

Q: Delila Bruno: Is it necessary to complete the GIS Assessment before PSAP minimum service levels can be determined?

A: Mr. Ness: It is preferable to develop minimum service level standards at the same time as the GIS Assessment, because some of the service level standards will be determined by the GIS Assessment.

Mr. Ness reviewed the two proposed subcommittees which include the Statewide Plan subcommittee and the Administrative Rules subcommittee. These subcommittees will report to the 9-1-1 Advisory Council and provide regular updates during council meetings. Membership is estimated at nine representatives per subcommittee. Ms. Sullivan stated there are currently six nominees for participation in these subcommittees, including two telecommunications provider representatives.

Mr. Feiss suggested establishing a deadline for subcommittee nominations to occur prior to the July 20, 2017 911 Advisory Council meeting. Mr. Baldwin stated private company representation on the statewide plan subcommittee may be deemed appropriate, providing representatives adhere to standards and the intent of uniform technology base, rather than addressing specific products or technologies. Ms. Bruno commented at least two representatives from counties of varying sizes and regions should be included in these subcommittees.

Action Item: Mr. Ness will reach out to state procurement and legal to seek expertise regarding private company representation on the statewide plan subcommittee.

Action Item: Shantil Siaperas will reach out to counties to secure nominations for county representation to these subcommittees.

Action Item: Mr. Ness will send a communication to the 9-1-1 Advisory Council distribution lists nominations for subcommittee members. The deadline for nomination submissions is June 20, 2017.

Action Item: Mr. Ness will compile a list of subcommittee nominees and communicate this to 9-1-1 Advisory Council to facilitate an electronic email vote for adoption of members.

Action Item: Subcommittee member nominations will be considered for adoption at the July 20, 2017 9-1-1 Advisory Council meeting.

Ms. Bruno questioned how activities of the 9-1-1 Advisory Council and the subcommittees are communicated to stakeholders within the community. Mr. Feiss suggested that the meeting minutes for the monthly 9-1-1 Advisory Council be utilized as a consensus document to communicate consistently with stakeholders. Subcommittee reports could be presented in writing and incorporated into Advisory Council meeting minutes. Council members could then distribute approved 9-1-1 Advisory Council meeting minutes to their constituents to facilitate consistent communication of activities and information.

Q: Commissioner MacDonald: Should we wait to move forward with implementation of dispatch center upgrades to facilitate texting 9-1-1?

A: Ms. Sullivan: There are currently 25 jurisdictions that provide text to 9-1-1 capabilities in Montana. Mr. Ness confirmed that Roosevelt County can move forward with implementation of text to 9-1-1.

Public Comment

Q: Mr. Feiss: If the fiscal triggers within Senate Bill 0261 are activated, what will the impact be for state special revenue accounts, specifically the 9-1-1 fund?

A: Mr. Baldwin: Should the fiscal triggers in Senate Bill 0261 be met, the Montana Historical Society (MHS) and MSL will experience significant budget cuts.

Action Item: Mr. Ness will research Senate Bill 0261 for provisions regarding potential impact to the 9-1-1 state special revenue account and report findings in the July 20, 2017 911 Advisory Council meeting.

Future Agenda Topics

None

Next Meeting

July 20, 2017

1:30 PM to 3:30 PM

Mitchell Building, Room 7

Adjournment

The meeting adjourned at 2:37 PM